



Your business  
is our business.

REDACTED – FOR PUBLIC INSPECTION

7852 Walker Drive, Suite 200  
Greenbelt, Maryland 20770  
phone: 301-459-7590, fax: 301-577-5575  
internet: www.jsitel.com, e-mail: jsi@jsitel.com

June 23, 2015

Accepted / Filed

Via Hand Delivery

JUN 23 2015

Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of the Secretary  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

Federal Communications Commission  
Office of the Secretary

DOCKET FILE COPY ORIGINAL

Re: WC Docket No. 14-58  
2015 ETC Annual Report of Grand River Mutual Telephone Corp Missouri  
Study Area Code 421888

Dear Ms. Dortch:

On behalf of Grand River Mutual Telephone Corp Missouri ("Company"), JSI files the attached confidential and redacted versions of the FCC Form 481 ETC annual reporting information pursuant to sections 54.313 and 54.422 of the Commission's rules.<sup>1</sup> Company seeks confidential treatment under Protective Order for section 54.313(f)(2) financial information.<sup>2</sup> The redacted version is also being filed this date via the FCC's Electronic Comment Filing System. In addition, attached is a letter requesting confidential treatment under Sections 0.457 and 0.459 of the initial section 54.202(a) of its Progress Report on its Five-Year Service Quality Improvement Plan and of outage reporting as required by Section 54.313(a)(1).<sup>3</sup>

Please direct any questions regarding the filing to the undersigned.

Sincerely,

John Kuykendall  
JSI Vice President  
301-459-7590  
[jkuykendall@jsitel.com](mailto:jkuykendall@jsitel.com)

cc: Charles Tyler, Telecommunications Access Policy Division (two copies, confidential)

<sup>1</sup> 47 C.F.R. §§ 54.313, 54.422.

<sup>2</sup> *Connect America Fund et al.*, WC Docket No. 10-90 *et al.*, Protective Order, DA 15-712 rel. June 17, 2015 (Protective Order). 47 C.F.R. § 54.313(f)(2).

<sup>3</sup> 47 C.F.R. §§ 0.457, 0.459, 54.313(a)(1).

No. of Copies rec'd 0+3  
List ABCDE

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9430 Research Blvd., Austin, TX 78759  
phone: 512-338-0473, fax: 512-346-0822

Eagandale Corporate Center, Suite 310  
1380 Corporate Center Curve, Eagan, MN 55121  
phone: 651-452-2660, fax: 651-452-1909

6849 Peachtree Dunwoody Road  
Bldg. B-3, Suite 200, Atlanta, GA 30328  
phone: 770-569-2105, fax: 770-410-1608

547 South Oakview Lane  
Bountiful, UT 84010  
phone: 801-294-4576, fax: 801-294-5124



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Marlene H. Dortch, Secretary  
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Federal Communications Commission  
Office of the Secretary

**Re: WC Docket No. 14-58  
2015 ETC Annual Report of Grand River Mutual Telephone Corp Missouri  
Study Area Code 421888  
Request for Confidentiality**

Dear Ms. Dortch:

John Staurulakis, Inc. ("JSI"), on behalf of its client Grand River Mutual Telephone Corp Missouri (the "Company") hereby requests, pursuant to Sections 0.457 and 0.459 of the Commission's rules,<sup>1</sup> withholding from public inspection certain information contained in attachments to the above referenced reporting requirement. The Company provides the following in support of its request, numbered consistent with the subparagraphs of Section 0.459(b).<sup>2</sup>

1. The information for which the Company is seeking confidential treatment are attachments to the Company's annual reporting information pursuant to Sections 54.313 and 54.422 of the Commission's rules ("Report").<sup>3</sup>
2. Pursuant to Section 54.313(a)(1), Rate-of-Return Eligible Telecommunications Carriers ("ETCs") must file with the Commission a Progress Report on its Five-Year Service Quality Improvement Plan ("Progress Report")<sup>4</sup> and must also report outages, both of which are contained in attachments to the 2015 Report.
3. The information contained in attachments for which the Company seeks the withholding from public inspection is the entirety of data pertaining to the Company's Five-Year Plan provided at FCC Form 481 Line 112 attachment. The Company also seeks withholding from public inspection data pertaining to the Company's outages provided at FCC Form 481 Line 200 attachment, Service

<sup>1</sup> 47 C.F.R. §§ 0.457, 0.459.

<sup>2</sup> 47 C.F.R. § 0.459(b)(1) through (9).

<sup>3</sup> 47 C.F.R. §§ 54.313, 54.422.

<sup>4</sup> 47 C.F.R. §§ 54.313(a)(1).

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Outage Reporting. Information of this nature is confidential commercial information routinely withheld from public inspection.

4. With respect to identifying the degree to which the Five-Year Plan concerns a service that is subject to competition, the Line 112 attachment contains information of a financial and competitive nature regarding the provision of telecommunications services. The Line 112 attachment includes competitively sensitive information related to proposed improvements or upgrades and maintenance the Company's network.

In its *March 5, 2013 Order*, the FCC. The FCC specified that for rate-of-return carriers, the five-year plans "should describe the carrier's network improvement plan, which should provide greater visibility into current plans to extend broadband service to unserved locations in rate-of-return service territories."<sup>5</sup> Accordingly, because the Company is a rate-of-return carrier, it must file a five-year service improvement plan which contains proprietary, competitively sensitive information related to the Company's existing network including the specific locations of customers as well as describe proposed improvements or upgrades and maintenance of its network throughout its service area. Specifically, this information sets forth services provided by the Company over its existing network including specific locations of customers as well as planned network improvement and maintenance for the years 2015 through 2019 including project start and completion dates, population that will be impacted by the improvements and upgrades at the wire center level and projected capital costs associated with the improvements and upgrades and operating costs associated with maintaining the network including depreciation for investments that have already been made. As such, this information contains competitively sensitive information related to the Company's existing network as well as detailed plans at the wire center level for network upgrades and maintenance projected for the years 2015 through 2019.

With respect to identifying the degree to which the outage data contained in the Line 200 attachment concerns a service that is subject to competition, the information pertains to the network and operations of a telecommunications company that has competitors that could benefit if they were able to have access to this information.

5. With respect to identifying possible exposure to competitive harm, the information contained in the subject attachments is information that is not customarily released to the public. The Five-Year Plan information is proprietary to the Company, is unique to the Company's serving territory and is only known to the Company and its authorized agents. If the Information is not protected, it would have economic value to potential competitors who would be able to target their marketing to specific customers. In a competitive telecommunications marketplace, this type of information is highly sensitive. If publicly disclosed, it would enable competitors to craft business plans that capitalize on their knowledge of the locations of the Company's customers which would place the Company at a competitive disadvantage.

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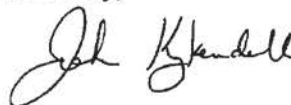
<sup>5</sup> See *Connect America Fund et al.*, WC Docket 10-90 *et al.*, Order, DA 13-332 (rel. Mar. 5, 2013) ("*March 5, 2013 Order*") at para 9 citing Section 54.202(a) (1) (ii).

6. With respect to steps the Company has taken to ensure against unauthorized disclosure of the information contained in the attachments, the Company is filing the Five-Year Plan and outage attachments under seal. The Company uses the information contained in the Five-Year Plan to ensure that its customers continue to receive state-of-the-art high quality telecommunications and broadband services that the Company has been providing to them for many years as well as to satisfy mandatory reporting requirements and does not share the information for which protection is sought. The Company protects the secrecy of this information with a security protocol that ensures the information is not inadvertently disclosed or disseminated. Only directors, managers and employees with a direct need to know are authorized to access the information.
7. Any previous versions of this information are not publicly available.
8. Because the information is not routinely available, a need exists for maintaining the confidentiality of this information permanently.
9. The Commission has previously concluded that there is a presumptive likelihood of substantial competitive harm from disclosure of outage information.<sup>6</sup> The Commission also determined the disclosure of outage reporting information to the public could present an unacceptable risk of more effective terrorist activity and could therefore result in potential harm to the public and the national defense.

Based on the preceding, JSI respectfully requests on behalf of the Company that the Commission grant confidential treatment under Section 0.459 to Company's Five-Year Plan provided at FCC Form 481 Line 112 attachment, and to the Company's outage data provided at FCC Form 481 Line 200 attachment.

Please contact the undersigned with any questions regarding this request.

Sincerely,



John Kuykendall  
JSI Vice President  
301-459-7590  
[jkuykendall@jsitel.com](mailto:jkuykendall@jsitel.com)

---

<sup>6</sup> See *In the Matter of New Part 4 of the Commission's Rules Concerning Disruptions to Communications*, ET Docket No. 04-35, *Report and Order and Further Notice of Proposed Rulemaking*, FCC 04-188, rel. Aug. 19, 2004, para. 45.



<010> Study Area Code 421888  
<015> Study Area Name GRAND RIVER MUT-MO  
<020> Program Year 2016  
<030> Contact Name: Person USAC should contact with questions about this data Jenni Neff  
<035> Contact Telephone Number: 6607482575 ext. Number of the person identified in data line <030>  
<039> Contact Email Address: jneff@grm.net Email of the person identified in data line <030>

Accepted / Filed

JUN 23 2015

Federal Communications Commission  
Office of the Secretary

| ANNUAL REPORTING FOR ALL CARRIERS                                      |   | 54.313<br>Completion<br>Required    | 54.422<br>Completion<br>Required    |
|--|---|-------------------------------------|-------------------------------------|
|  |   | (check box when complete)           |                                     |
| <100> Service Quality Improvement Reporting                            | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <200> Outage Reporting (voice)   | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <210> <input type="checkbox"/> <-- check box if no outages to report   |   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <300> Unfulfilled Service Requests (voice) 0                           |   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <310> Detail on Attempts (voice)                                       | (attach descriptive document)             | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| <320> Unfulfilled Service Requests (broadband) 0                       |   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <330> Detail on Attempts (broadband)                                   | (attach descriptive document)             | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| <400> Number of Complaints per 1,000 customers (voice)                 |   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <410> Fixed 0.0  |   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <420> Mobile 0.0   |   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <430> Number of Complaints per 1,000 customers (broadband)             |   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <440> Fixed 0.0  |   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <450> Mobile 0.0   |   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <500> Service Quality Standards & Consumer Protection Rules Compliance | (check to indicate certification)         | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <510> 421888MO510.pdf  | (attached descriptive document)           | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <600> Functionality in Emergency Situations                            | (check to indicate certification)         | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <610> 421888MO610.pdf  | (attached descriptive document)           | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <700> Company Price Offerings (voice)                                  | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <710> Company Price Offerings (broadband)                              | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <800> Operating Companies and Affiliates                               | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <900> Tribal Land Offerings (Y/N)?                                     | (if yes, complete attached worksheet)     | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1000> Voice Services Rate Comparability Certification                 | Yes                                       | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1010>   | (attach descriptive document)             | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| <1100> Certify whether terrestrial backhaul options exist (Yes or No)  | (if not, check to indicate certification) | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| <1110>   | (complete attached worksheet)             | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| <1200> Terms and Condition for Lifeline Customers                      | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

## Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

|  |                                   |                                     |                                     |
|--|-----------------------------------|-------------------------------------|-------------------------------------|
| <2000>   | (check to indicate certification) | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| <2005>   | (complete attached worksheet)     | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet |                                   |                                     |                                     |
| <3000>   | (check to indicate certification) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <3005>   | (complete attached worksheet)     | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

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(100) Service Quality Improvement Reporting  
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

|       |   |                    |
|-------|---|--------------------|
| <010> | Study Area Code   | 421888             |
| <015> | Study Area Name   | GRAND RIVER MUT-MO |
| <020> | Program Year  | 2016               |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Jenni Neff         |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 6607482575 ext.    |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | jneff@grm.net      |

<110> Has your company received its ETC certification from the FCC? (yes / no) ☐ ☒

If your answer to Line <110> is yes, do you have an existing §54.202(a) "5

<111> year plan" filed with the FCC? (yes / no) ☐ ☐

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

**<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.**

421888MO112.pdf

Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to §54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

|       |  |
|-------|--|
| <113> | Maps detailing progress towards meeting plan targets   |
| <114> | Report how much universal service (USF) support was received   |
| <115> | How much (USF) was used to improve service quality and how support was used to improve service quality   |
| <116> | How much (USF) was used to improve service coverage and how support was used to improve service coverage |
| <117> | How much (USF) was used to improve service capacity and how support was used to improve service capacity |
| <118> | Provide an explanation of network improvement targets not met in the prior calendar year.                |

|                |
|----------------|
| Yes            |
| Yes            |
| Yes            |
| Yes            |
| Yes            |
| Not Applicable |

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**(200) Service Outage Reporting (Voice)  
Data Collection Form**

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

|       |                 |        |
|-------|-----------------|--------|
| <010> | Study Area Code | 421888 |
|-------|-----------------|--------|

|       |                 |                    |
|-------|-----------------|--------------------|
| <015> | Study Area Name | GRAND RIVER MUT-MO |
|-------|-----------------|--------------------|

|       |              |      |
|-------|--------------|------|
| <020> | Program Year | 2016 |
|-------|--------------|------|

|       |   |            |
|-------|---|------------|
| <030> | Contact Name - Person USAC should contact regarding this data | Jenni Neff |
|-------|---|------------|

<035> Contact Telephone Number - Number of person identified in data line <030> 6607482575 ext.

<039> Contact Email Address - Email Address of person identified in data line <030> jneff@grm.net

[illegible]



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(700) Price Offerings including Voice Rate Data  
Data Collection Form

FCC Form 481

OHS Control No. 3060-0985/OHS Control No. 3060-0819

July 2013

|                                    |               |
|------------------------------------|---------------|
| <b>&lt;010&gt; Study Area Code</b> | <b>421888</b> |
|------------------------------------|---------------|

|       |                 |                    |
|-------|-----------------|--------------------|
| <015> | Study Area Name | GRAND RIVER MUT-MO |
|-------|-----------------|--------------------|

|       |              |      |
|-------|--------------|------|
| <020> | Program Year | 2016 |
|-------|--------------|------|

|       |   |            |
|-------|---|------------|
| <030> | Contact Name - Person USAC should contact regarding this data | Jenni Neff |
|-------|---|------------|

<035> Contact Telephone Number - Number of person identified in data line <030> 6607482575 ext.

**<039> Contact Email Address - Email Address of person identified in data line <030>** jneff@grm.net

1/1/2015

16.0

[illegible]



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(710) Broadband Price Offerings  
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/GMB Control No. 3060-0819

July 2013

|                       |        |
|-----------------------|--------|
| <010> Study Area Code | 421888 |
|-----------------------|--------|

|                       |                    |
|-----------------------|--------------------|
| <015> Study Area Name | GRAND RIVER MUT-MO |
|-----------------------|--------------------|

|                    |      |
|--------------------|------|
| <020> Program Year | 2016 |
|--------------------|------|

|       |   |            |
|-------|---|------------|
| <030> | Contact Name - Person USAC should contact regarding this data | Jenni Neff |
|-------|---|------------|

|       |   |                 |
|-------|---|-----------------|
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6607482575 ext. |
|-------|---|-----------------|

|       |   |               |
|-------|---|---------------|
| <039> | Contact Email Address - Email Address of person identified in data line <030> | jneff@gxm.net |
|-------|---|---------------|

[illegible]

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(800) Operating Companies  
Data Collection Form

ECC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

|       |   |  |
|-------|---|--|
| <010> | Study Area Code   | 421888                                     |
| <015> | Study Area Name   | GRAND RIVER MUT-MO                         |
| <020> | Program Year  | 2016                                       |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Jenni Neff                                 |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 6607482575 ext.                            |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | jneff@grm.net                              |
| <810> | Reporting Carrier   | Grand River Mutual Telephone Corp Missouri |
| <811> | Holding Company   | Grand River Mutual Telephone Corporation   |
| <812> | Operating Company   | Grand River Mutual Telephone Corp Missouri |

[illegible]



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(900) Tribal Lands Reporting  
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

|       |   |                    |
|-------|---|--------------------|
| <010> | Study Area Code   | 421888             |
| <015> | Study Area Name   | GRAND RIVER MUT-MO |
| <020> | Program Year  | 2016               |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Jenni Neff         |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 6607482575 ext.    |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | jneff@grm.net      |

<910> Tribal Land(s) on which ETC Serves

**<920> Tribal Government Engagement Obligation**

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

[illegible]

**(1100) No Terrestrial Backhaul Reporting  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

|       |   |                    |
|-------|---|--------------------|
| <010> | Study Area Code   | 421888             |
| <015> | Study Area Name   | GRAND RIVER MUT-MO |
| <020> | Program Year  | 2016               |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Jenni Neff         |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 6607482575 ext.    |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | jneff@grm.net      |

<1120> Please confirm whether terrestrial backhaul options exist within the supported area pursuant to § 54.313(g) (Yes, No).

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).



**(1200) Terms and Condition for Lifeline Customers**  
**Lifeline**  
**Data Collection Form**

FCC Form 481  
 OMB Control No. 3060-0986/OMB Control No. 3060-0819  
 July 2013

|   |                    |
|---|--------------------|
| <010> Study Area Code   | 421888             |
| <015> Study Area Name   | GRAND RIVER MUT-MO |
| <020> Program Year  | 2016               |
| <030> Contact Name - Person USAC should contact regarding this data                 | Jenni Neff         |
| <035> Contact Telephone Number - Number of person identified in data line <030>     | 6607482575 ext.    |
| <039> Contact Email Address - Email Address of person identified in data line <030> | jneff@gm.net       |

421888MO1210.pdf

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP <http://www2.grm.net/phone/>

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- |  |                                     |
|--|-------------------------------------|
| <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, | <input checked="" type="checkbox"/> |
| <1222> Details on the number of minutes provided as part of the plan,  | <input checked="" type="checkbox"/> |
| <1223> Additional charges for toll calls, and rates for each such plan.  | <input checked="" type="checkbox"/> |

**(2000) Price Cap Carrier Additional Documentation**

**Data Collection Form**

*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

FCC Form 481

OMB Control No. 3060-0086/OMB Control No. 3060-0819

July 2013

|       |   |                    |
|-------|---|--------------------|
| <010> | Study Area Code   |                    |
| <015> | Study Area Name   | 421088             |
| <020> | Program Year  | GRAND RIVER MUT-NO |
| <030> | Contact Name - Person USAC should contact regarding this data                 | 2016               |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | JENNI REEY         |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | 8607462375 ext.    |
|       |   | jneey@grm.net      |

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

**Incremental Connect America Phase I reporting**

- <2010> 2nd Year Certification {47 CFR § 54.313(b)(1)i}
- <2011a> 3rd Year Certification {47 CFR § 54.313(b)(1)ii}
- <2011b> Attachment {47 CFR § 54.313(b)(1)ii}

Name of Attached Document(s) Listing Required Information

**Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}**

- <2012> 2013 Frozen Support Calculation {47 CFR § 54.313(c)(1)}
- <2013> 2014 Frozen Support Calculation {47 CFR § 54.313(c)(2)}
- <2014> 2015 Frozen Support Calculation {47 CFR § 54.313(c)(3)}
- <2015> 2016 and future Frozen Support Calculation {47 CFR § 54.313(c)(4)}

**Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}**

- <2016> Certification Support Used to Build Broadband

**Connect America Phase II Reporting {47 CFR § 54.313(e)}**

- <2017> 3rd year Broadband Service Certification
- <2018> 5th year Broadband Service Certification
- <2019> Interim Progress Certification
- <2020> Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

- <2021> Interim Progress Community Anchor Institutions

Name of Attached Document(s) Listing Required Information



(3000) Rate Of Return Carrier Additional Documentation

Data Collection Form

FCC Form 954

OMB Control No. 3060-0086, OMB Control No. 3060-0019

July 2013

<010> Study Area Code 421888  
 <015> Study Area Name GRAND RIVER MUT-MO  
 <020> Program Year 2016  
 <030> Contact Name - Person USAC should contact regarding this data Jenni Neff  
 <035> Contact Telephone Number - Number of person identified in data line <030> 6607482575 ext.  
 <039> Contact Email Address - Email Address of person identified in data line <030> jneff@gwm.net

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3010) Progress Report on 5 Year Plan  
 Milestone Certification (47 CFR § 54.313(f)(1)(i))

421888MO3010.pdf

Name of Attached Document Listing Required Information

(3011) Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year. ☒

421888MO3012.pdf

(3012) Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))

Name of Attached Document Listing Required Information

(3013) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))

(Yes/No) ☒ ☒

(3014) If yes, does your company file the RUS annual report

(Yes/No) ☒ ☒

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers) ☒

(3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☒

421888MO3017.pdf

(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

Name of Attached Document Listing Required Information

(3018) If the response is no on line 3014, is your company audited?

(Yes/No) ☐ ☒

If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains

(3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications ☐

(3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☐

(3021) Management letter and audit opinion issued by the independent certified public accountant that performed the company's financial audit ☐

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

(3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers, ☐

(3023) Underlying information subjected to a review by an independent certified public accountant ☐

(3024) Underlying information subjected to an officer certification. ☐

(3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☐

(3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information

## (3000) Rate Of Return Carrier Additional Documentation (Continued)

Data Collection Form

PCC Form 483

OMB Control No. 3060-0686/OMB Control No. 3060-0615

July 2013

|   |                    |
|---|--------------------|
| <010> Study Area Code   | 421888             |
| <015> Study Area Name   | GRAND RIVER MUT-MO |
| <020> Program Year  | 2016               |
| <030> Contact Name - Person USAC should contact regarding this data                 | Jenni Neff         |
| <035> Contact Telephone Number - Number of person identified in data line <030>     | 6607482575_ext.    |
| <039> Contact Email Address - Email Address of person identified in data line <030> | jneff@gxm.net      |

## Financial Data Summary

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

(3030) Telephone Plant In Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends

REDACTED FOR PUBLIC INSPECTION

|   |  |
|---|--|
| <b>Certification - Reporting Carrier<br/>Data Collection Form</b> | FCC Form 481<br>OMB Control No. 3060-0986/OMB Control No. 3060-0819<br>July 2013 |
|---|--|

|   |                    |
|---|--------------------|
| <010> Study Area Code   | 421888             |
| <015> Study Area Name   | GRAND RIVER MUT-MO |
| <020> Program Year  | 2016               |
| <030> Contact Name - Person USAC should contact regarding this data                 | Jenni Neff         |
| <035> Contact Telephone Number - Number of person identified in data line <030>     | 6607482575 ext.    |
| <039> Contact Email Address - Email Address of person identified in data line <030> | jneff@grm.net      |

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

|   |                                |
|---|--------------------------------|
| <b>Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients</b>   |                                |
| I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate. |                                |
| Name of Reporting Carrier:  |                                |
| Signature of Authorized Officer:  | Date                           |
| Printed name of Authorized Officer:   |                                |
| Title or position of Authorized Officer:  |                                |
| Telephone number of Authorized Officer:   |                                |
| Study Area Code of Reporting Carrier:   | Filing Due Date for this form: |
| Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.  |                                |



REDACTED FOR PUBLIC INSPECTION

|   |   |
|---|---|
| Certification - Agent / Carrier<br>Data Collection Form | FCC Form 481<br>OMB Control No. 3060-0986/0118 Control No. 3060-0819<br>July 2013 |
|---|---|

|   |                    |
|---|--------------------|
| <010> Study Area Code   | 421888             |
| <015> Study Area Name   | GRAND RIVER MUT-MO |
| <020> Program Year  | 2016               |
| <030> Contact Name - Person USAC should contact regarding this data                 | Jenni Neff         |
| <035> Contact Telephone Number - Number of person identified in data line <030>     | 6607482575 ext.    |
| <039> Contact Email Address - Email Address of person identified in data line <030> | jneff@gzm.net      |

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

| Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier  |  |
|--|--|
| I certify that (Name of Agent) <u>Tanea Foglia</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate. |  |
| Name of Authorized Agent:  | Tanea Foglia                                     |
| Name of Reporting Carrier:   | GRAND RIVER MUT-MO                               |
| Signature of Authorized Officer:   | CERTIFIED ONLINE Date: 06/22/2015                |
| Printed name of Authorized Officer:  | Mark Yungeberg                                   |
| Title or position of Authorized Officer:   | Vice-President                                   |
| Telephone number of Authorized Officer:  | 6607483231 ext.                                  |
| Study Area Code of Reporting Carrier:  | 421888 Filing Due Date for this form: 07/01/2015 |
| Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.   |  |

TO BE COMPLETED BY THE AUTHORIZED AGENT:

| Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier   |  |
|--|--|
| I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate. |  |
| Name of Reporting Carrier:   | GRAND RIVER MUT-MO                               |
| Name of Authorized Agent or Employee of Agent:   | Tanea Foglia                                     |
| Signature of Authorized Agent or Employee of Agent:  | CERTIFIED ONLINE Date: 06/22/2015                |
| Printed name of Authorized Agent or Employee of Agent:   | Tanea Foglia                                     |
| Title or position of Authorized Agent or Employee of Agent:  | Manager - Regulatory Affairs                     |
| Telephone number of Authorized Agent or Employee of Agent:   | 3014597590 ext.                                  |
| Study Area Code of Reporting Carrier:  | 421888 Filing Due Date for this form: 07/01/2015 |
| Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.   |  |

## Attachments

**REDACTED – FOR PUBLIC INSPECTION**

**ATTACHMENT - LINE 112**

**Five-Year Network Improvement Plan and  
Progress Report**

**ATTACHMENT REDACTED IN ENTIRETY**



REDACTED FOR PUBLIC INSPECTION

(200) Service Outage Reporting (Voice)  
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

|       |                 |        |
|-------|-----------------|--------|
| <010> | Study Area Code | 421888 |
|-------|-----------------|--------|

|       |                 |                    |
|-------|-----------------|--------------------|
| <015> | Study Area Name | GRAND RIVER MUT-MO |
|-------|-----------------|--------------------|

|       |              |      |
|-------|--------------|------|
| <020> | Program Year | 2016 |
|-------|--------------|------|

|       |   |            |
|-------|---|------------|
| <030> | Contact Name - Person USAC should contact regarding this data | Jenni Neff |
|-------|---|------------|

|       |   |                 |
|-------|---|-----------------|
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6607482575 ext. |
|-------|---|-----------------|

|                    |  |               |
|--------------------|--|---------------|
| <b>&lt;039&gt;</b> | <b>Contact Email Address - Email Address of person identified in data line &lt;030&gt;</b> | jneff@grm.net |
|--------------------|--|---------------|

**<220>**

[illegible]

**Grand River Mutual Telephone Corp Missouri's demonstration of complying with applicable service quality standards and consumer protection rules for voice and broadband services:**

In establishing this certification in its *2005 ETC Order*,<sup>1</sup> the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers."<sup>2</sup> The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."<sup>3</sup>

Grand River Mutual Telephone Corp ("Company") hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of The Missouri Public Service Commission which discloses rates, terms and conditions of service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in section 4 CSR 240-32.050 of the Missouri Code of State Regulations, compliance with provisions for Quality of Service as identified in section 4 CSR 240-32.070 of the Missouri Code of State Regulations, compliance with Service Objectives as identified in section 4 CSR 240-32.080 of the Missouri Code of State Regulations, compliance with customer Inquiry

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<sup>1</sup> *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("*2005 ETC Order*").

<sup>2</sup> *Id.* at para. 28.

procedure as identified in 4 CSR 240-33.060 of the Missouri Code of State Regulations, compliance with Dispute standards as identified in 4 CSR 240-33.080 of the Missouri Code of State Regulations; (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

The Company is subject to consumer protection obligations for broadband services under federal law. These obligations include, but are not limited to, the following: public disclosure of accurate information regarding network management practices, performance, and commercial terms of broadband internet access services; as a means of providing sufficient information for consumers to make informed choices regarding use of such services, and for content, application, service and device providers to develop, market, and maintain internet offerings as specified in F.C.C. 47 C.F.R. Part 8 §8.3. The Company furthermore will comply with all requirements set forth in the 2015 Open Internet Order when it becomes effective.



**Grand River Mutual Telephone Corp Ability to Function in Emergency Situations for voice and broadband services:**

Grand River Mutual Telephone Corp ("Company") hereby certifies that it is able to function in emergency situations as set forth in the Code of Federal Regulations, Title 47, Part § 54, Subpart C, 54.202(a)(2)1 and the Missouri Code of State Regulations. The Company's network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2). The Company can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will also allow the Company to manage traffic spikes throughout its network, as emergency situations require. In addition, the Company has redundancy for connectivity purposes via additional routes and electronic equipment for both voice and broadband services.

Specifically, each central office building is supplied with standby generators and battery reserve that enable the central office to keep running until power is restored so long as fuel is available, or until system changes are made to reroute traffic. The Company has battery backup at all office locations and in its electronic equipment sites and has a maintenance program in place as described in section 4 CSR 240-32.060 of the Missouri Code of State Regulations.

The company's standby generators and battery back-up support both voice and broadband network equipment should an emergency situation occur.

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<sup>1</sup> Section 54.202(a)(2) requires ETCs that are designated by the Commission to "demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations."

REDACTED FOR PUBLIC INSPECTION

(700) Price Offerings Including Voice Rate Data  
Data Collection Form

FCC Form 481

OMB Control No. 3060-0985/OMB Control No. 3060-0819

July 2013

<010> Study Area Code 421888

|       |                 |                    |
|-------|-----------------|--------------------|
| <015> | Study Area Name | GRAND RIVER MUT-MO |
|-------|-----------------|--------------------|

|       |              |      |
|-------|--------------|------|
| <020> | Program Year | 2016 |
|-------|--------------|------|

|       |   |            |
|-------|---|------------|
| <030> | Contact Name - Person USAC should contact regarding this data | Jenni Neff |
|-------|---|------------|

|       |   |                 |
|-------|---|-----------------|
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6607482575 ext. |
|-------|---|-----------------|

|       |   |               |
|-------|---|---------------|
| <039> | Contact Email Address - Email Address of person identified in data line <030> | jneff@grm.net |
|-------|---|---------------|

|   |          |
|---|----------|
| <701> Residential Local Service Charge Effective Date | 1/1/2015 |
|---|----------|

|       |  |      |
|-------|--|------|
| <702> | Single State-wide Residential Local Service Charge | 16.0 |
|-------|--|------|

&lt;703&gt;

[illegible]